

E *The Childcare Professional* XPERIENCE

July 2013
Volume 5 Issue 3

A Quarterly Journal for Childcare Providers Discussing Legal, Administrative & Professional Issues

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Confidentiality in the ECE Setting

The very job that you do as a child care provider allows you access to a great deal of information regarding the children and families you service. Upon enrollment and throughout the year, parents provide you with their personal information so you can best care for their child, however they provide you with this information with the EXPECTATION that this personal information will be kept confidential. Maintaining confidentiality is an important aspect of the job that you do as a child care provider.

Despite the emphasis on maintaining confidentiality in early care, violations of rights to privacy and breaching of confidentiality occurs frequently in early care settings. Common reasons that breach of confidentiality occurs in the child care setting:

- Staff loses sight of the fact that they have a "professional" relationship with the families and children they service. When a professional relationship melds into a personal relationship, familiarity and comfort often set in and confidentiality can be breached.

- We find ourselves emotionally involved with the children that we service and our hearts go out to them. Their difficulties may lay heavy on our hearts and we may discuss their situation with others to "unburden" ourselves, thus breaching confidentiality

- Human nature makes us a "chatty" society...we like to talk about others. As a society, we seem to have lost our sense of privacy. The media has saturated us with "reality" shows, where anything goes... as well as pharmaceutical commercials describing maladies in detail.

Having roots in the Constitution, Confidentiality and Rights to Privacy are something Americans hold near and dear to them. Thus, violations of Confidentiality and Rights to Privacy often end up in the Court System.

Who in the child care setting is guaranteed Rights to Privacy?

- Child
- Families
- Staff

What information is to be kept Confidential? Basically ALL personal information is to be kept private, however there are exceptions and certain situations where you may need, or be required, to share information.

Sharing of childrens' information:

* ***WITHIN the Child Care Agency.*** At times it is necessary to share information about a child in your care to best service that child. Decide who to share information with, on a need-be, case-by-case basis.

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12 Character Traits of Corporate Leaders

- ◆ **Positive Attitude:** People respond and relate better when you are positive and encouraging. When you have to point out something negative be sure to be constructive and relate it back to the expectations of the job and the overall corporate culture.
- ◆ **Tenacity:** Nothing would ever be accomplished if people gave up after trying once and not succeeding.
- ◆ **Tolerance:** Mistakes happen...learn from them and move on. Dwelling or reliving mistakes will make others in your organization feel that no matter what they do they can't get away from a past mistake. Remember...you can also grow and learn something unexpected from mistakes too.
- ◆ **Honesty:** Nothing is more off putting than a liar. Nothing will undermine your credibility more than lies...even little white ones. If you can't answer a question because of confidentiality or because it is not something you are able to share at the time...you need to be honest and state that instead of making something up.
- ◆ **Purposeful/Simple/Direct Communications:** Know what you want to say, think about the best way to say it, don't become muddled and confusing when presenting ideas or decisions.
- ◆ **Confidence:** Do you project confidence in yourself, your people, and your systems?
- ◆ **Modesty:** Are you tooting your own horn? Do you accept compliments gracefully? Do you share responsibility with those that helped you achieve a goal and acknowledge their part in the process.
- ◆ **Style:** Do you look the part? Remember while you may be running a child care program...you are no longer in the classroom with children. You are managing a business.
- ◆ **Humble/Willing to Admit Mistakes and Limitations:** Just because you are the leader doesn't mean you know everything...or that other people don't know more about something than you.
- ◆ **Loyalty:** Believe in the people with whom you have chosen to surround yourself. Support them trust in their areas of expertise and use their knowledge and experience.
- ◆ **Calm in Face of Adversity:** If you are flipping out...they will flip out! Learn to ride the Roller Coaster and have fun doing it!
- ◆ **Curiosity:** Explore new ideas, learn new things, consider everything.

The Childcare Professional **EXPERIENCE**

Publisher

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Sharing of staff/employee information:

Ask yourself **WHO NEEDS TO KNOW THIS INFORMATION TO BEST SERVICE THIS CHILD?** Different scenarios will yield different answers.

Sharing of childrens' information:

* **OUTSIDE the Child Care Agency.** Information can only be shared outside of the child care agency with the written permission of the child's parent (or guardian). This written permission should include the following : what information can be shared, to whom the information can be shared, the reason for sharing the information, and a statement that the permission can be rescinded by the parent at any time. The document must be signed and dated by the parent.

Exceptions to the Above:

- Subpeona** related to release of information
- Court Order** related to release of information
- Mandated Reporting of Suspected Child Abuse & Neglect**

Sharing of families' information:

What is a family? Basically, the accepted definition is: those people living within a household. All information about the families you service should be kept confidential. This applies to information you get within or outside of the agency. Remember you have a professional relationship with the family 24 hours a day, seven days a week. Ask yourself "Who Needs to Know?" Unless it is a serious safety concern, in most instances, the answer will be **"no one needs to know"**

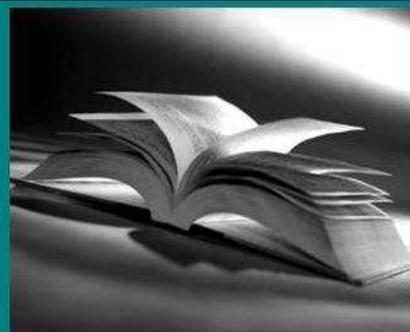
Employees' *personnel* information: Personnel information should be kept in a locked cabinet with limited access. Remember the information in the file belongs to the employee. In order to share personnel information., (let's say if the employee is applying for a mortgage or car loan), the employer needs written permission from the employee granting permission that the information can be released, who it can be released to and the reason it is being released. Again, the document needs to be signed by the employee and dated.

Employees' *personal* information: The individual employee owns the "personal" information about him or herself. Just because you have information about someone doesn't give you the right to share it! If you know something about someone and you are tempted to share it, ask yourself several questions: Who owns this information? Who needs to know it ? Is it true? (You may not know the whether it is true or not, but just think how hurtful it could be if it isn't true), and finally, What is my motivation for sharing it? Remember once information is out there, it can't be rescinded, and remember that sharing of information is "gossip" and gossip in the workplace is dangerous.

Breach of confidentiality and violation of rights of privacy can have huge ramifications. Not only can the child care agency be held liable, but the individual child care provider can be held liable as well. Recognize yourself as the professional that you are... and recognize that your professional responsibility to your clients (the children and families you service) includes maintaining their confidentiality and respecting their rights to privacy.

ADMINISTRATIVE SUPPORT RESOURCES FOR CHILD CARE PROGRAMS

- ◆ Model Personnel Policy Manual for Child Care Agencies: 4th Ed.
- ◆ Model Parent Handbook for Child Care Agencies
- ◆ Model Forms for Child Care Agencies
- ◆ Current Issues in Child



Available at childproviderlaw.com by downloading and completing the ORDER FORM and mailing or faxing it according to the instructions. The MODEL publications come with a workbook and a CD for your computer to make them easy to use. CD is WORD formatted but can be converted to MAC applications easily. These are the most valuable and child care specific administrative resources available nationwide.



Ronald V. McGuckin and Associates
is currently accepting new clients for our
Retainer and Consulting Program
for
EARLY CARE AND EDUCATION PROVIDERS

RVM and Associates is pleased to open our retainer/consulting program to a limited number of new clients **nationwide**. The Early Care and Education Professional Retainer/Consulting Program offers special hourly rates to Private Early Care and Education Programs, Corporate Agencies, Head Start Programs, Family/Home Based Providers, and School Age Programs. Special hourly rates are only available when you join before experiencing a law suit requiring representation. Attorney's are licensed in PA and NJ, and provide consulting only services in all other states. Program members also received discounts on all Professional Development programs hosted by RVM and Associates.

Over 35 years of Experience Representing Early Care and Education Professionals

For Information about how to Become a Retainer/Consulting Client
Please Contact Dawn Martini in the office at (215) 785-3400

PPACA: Employer Mandate Delayed until 2015

Beginning January 1, 2015, employers with 50 or more FULL TIME employees or equivalents that DO NOT offer healthcare coverage to their FULL TIME employees will be subject to a tax penalty of \$2,000.00 per full time employee (minus 30) if at least one of the employers full time employees receive a premium tax credit or subsidy to purchase healthcare coverage through a government-run health insurance exchange established under the PPACA.

Under the PPACA, a FULL TIME employee is defined as an employee who averages 30 or more hours of work per week. The tax penalty is waived for the first 30 full time employees, represented above by the (minus 30).

Employees with a HOUSEHOLD income between 100% and 400% of the Federal Poverty guidelines may be eligible for tax credits or subsidies for exchange coverage if they do not have access to affordable employer-sponsored coverage. Affordable employer-sponsored coverage is defined as the employee contribution of the premium of not more than 9.5% of the employees HOUSEHOLD income.

If employers with 50 or more full time employees or equivalents DO offer healthcare coverage to their full time employees but the coverage is unaffordable (9.5% of HOUSEHOLD income or higher) to certain employees or does not provide a minimum value (the employer's share of the total cost of benefits under the plan is less than 60%) the employer may face a penalty of \$3,000.00 per full time employee receiving a premium tax credit/subsidy for exchange coverage.

This delay did not change any of the requirements of employers under the law, it has just given employers an additional year to come into compliance as many of the methods for reporting employee coverage and data collection have not been ironed out completely. Employers who are currently UNDER the 50 or more full time or equivalents requirement of PPACA, but expect growth over the coming year, should begin discussions with their Benefits Administrator and Tax Accountant in anticipation of the 2015 deadline. Since this is a whole new game, the data collection and reporting portions of this law will likely be some of the more frustrating parts.

DATES AND LOCATIONS

Sleeping Rooms are reserved at a Special Rate for two nights, beginning the night before the event. To take advantage of the Special Room Rate, contact the hotel and identify yourself as a participant of the Ronald V. McGuckin/Director's Boot Camp.

- NOVEMBER 11 & 12, 2013** — SCRANTON, PA
Hampton Inn—Montage Mountain
 Montage Mountain Road, Scranton, PA 18507
 (570) 342-7002
 Sleeping Room Rate: \$104 per night
- NOVEMBER 12 & 13, 2013** — HOUSTON, TX
Hampton Inn & Suites—Pasadena
 4741 E. Sam Houston Pkwy S., Pasadena, TX 77505
 (281) 998-3300
 Sleeping Room Rate: \$109 per night
- NOVEMBER 18 & 19, 2013** — PHILADELPHIA, PA
Hampton Inn—Plymouth Meeting
 2055 Chemical Road, Plymouth Meeting, PA 19462
 (610) 567-0900
 Sleeping Room Rate: \$139 per night
- NOVEMBER 18 & 19, 2013** — DALLAS, TX
Hampton Inn—Grapevine
 1750 N. Highway 121, Grapevine, TX 76051
 (972) 471-5000
 Sleeping Room Rate: \$129 per night
- DECEMBER 2 & 3, 2013** — HAMILTON, NJ
Hilton Garden Inn
 800 US Highway 130, Hamilton, NJ 08690
 (609) 585-6789
- DECEMBER 2 & 3, 2013** — TAMPA, FL*
Hampton Inn & Suites—Tampa North
 8210 Hidden River Parkway, Tampa, FL 33637
 (813) 903-6000
 Sleeping Room Rate: \$89 per night
- DECEMBER 16 & 17, 2013** — ORLANDO, FL*
Hampton Inn—Convention Center
 8900 Universal Blvd, Orlando, FL 32819
 (407) 354-4447
 Sleeping Room Rate: \$97 per night
- DECEMBER 17 & 18, 2013** — PITTSBURGH, PA
Hampton Inn—Pittsburgh Airport
 8514 University Blvd, Moon Township, PA 15108
 (412) 264-0020
 Sleeping Room Rate: \$129 per night
- JANUARY 21 & 22, 2014** — AUSTIN, TX
Holiday Inn—Round Rock
 2370 Chisholm Trail, Round Rock, TX 78681
 (512) 246-7000
 Sleeping Room Rate: \$95 per night
- JANUARY 21 & 22, 2014** — HERSHEY, PA
Hampton Inn and Suites
 749 East Chocolate Ave, Hershey, PA 17033
 (717) 533-8400
 Sleeping Room Rate: \$89 per night

*Rates available through FLETC.

REGISTRATION INFORMATION

Name _____

Agency Name _____

Address _____

City _____ State _____ Zip _____

Phone _____ Fax _____

Email Address _____

Location/Attending _____

Fees

Fee: \$250.00 per person—submit additional registrants on separate forms.
Discount: \$215.00 per person if registering three or more people or if you are a previous attendee of Cape May, Director's Boot Camp, Mt. Airy Retreat, or a Law Office Retainer Client.

Registration Fee includes Tuition ONLY. Meals and Accommodations are not included. For hotel reservations, please contact the hotel directly and state that you are a part of the Ronald V. McGuckin and Associates group to receive the special discounted rates.

Payment: Check made payable to **Ronald V. McGuckin and Associates** or **VISA/MC**.

VISA/MC Discover Card Number _____

Expiration Date _____ 3-Digit CW Number _____

Mail or Fax Registrations to:

Ronald V. McGuckin and Associates
 Post Office Box 2126
 Bristol, PA 19007

(215) 785-3401 (fax)

Attention: Dawn Martini

We reserve the right to cancel any session due to an insufficient number of registrants. We are not responsible for any expenses incurred by the participants in the event the session must be cancelled. Registrants will receive notification of cancellation at least two weeks prior to the first day of the seminar; more notice will be given when possible. **Please do not make any non-refundable travel arrangements until you have received confirmation of your registration and confirmation that the session will be held.**

Registrant Cancellation Policy

Cancellations received less than 20 business days prior to the first day of the seminar will not be refunded or credited. Cancellations received between 21 and 30 business days prior to the start of the seminar will be offered full credit for future participation in a RVM and Associates training program. Cancellations received 31 or more business days prior to the start of the seminar will be fully refunded in the manner in which the registration fee was originally paid.



DAY ONE

- 9:00 am Welcome and Introductions
- 9:15 am Communications Skills for Managers and Leaders
- 10:45 am Break
- 11:00 am 12 Traits You Need at the Top
- 12:00 pm What's Your Leadership Style?
- 1:00 pm Lunch
- 2:00 pm 8 Reasons Your Staff Hates You
- 3:45 pm Break
- 4:00 pm How to Deal with Difficult People: Employees and Clients
- 5:45 pm Wrap-up of the Day's Events

DAY TWO

- 9:00 am Conflict Resolution: The Bomb Shelter Problem
- 10:45 am Break
- 11:00 am Most Common Mistakes Directors Make
- 12:30 pm Using Your Personnel Policies as an Effective Management Tool
- 1:45 pm Conference Wrap-up, Evaluation, and Certificates

8 Reasons Your People Hate You!

You are indecisive.

Employees want to perform and want to perform well. If they are not given clear direction or are stuck waiting around for you to decide what you want them to do they will get annoyed and become disinterested in the work to be done. If you assign work and then change what you expect or need part way through the assignment without good reason, your people will become frustrated with having to repeat or redo work they already began. Before delegating, be sure you have a clearly defined path and final expectations.

You keep your people in the dark.

There is a balance between giving too much information and just enough. To be invested in the work, the process and the outcome your people need to know what is going on, what the goal is and what the road getting there looks like. When not provided with information, your people will make things up for themselves to try and make sense of things...better to hear it directly from you, framed in a way that creates buy-in and accountability.

You micro-manage every little thing.

If you know how to do it better, faster or "the right way" then "do it your damn self" is the attitude you will get from your people when they are not given the room to "do what they do best." Learn to delegate and provide support when needed/asked. Trust the people you have chosen to do the job. Instead of fixing it when it is not done to par, meet, discuss and ask for it to be redone and be sure to provide additional guidelines. Also except that there may be more than one acceptable way to complete a task.

You are a work-a-holic.

It puts pressure on your people and gives them the idea that you expect them to work,

work, work too! If you do work "off hours" wait to send that email until the office is open...wait to call until they get back into the office on Monday...It makes you seem more human...more real. Share some of your interests outside of the office that your people may also share....reading certain popular books, watching popular T.V shows. Be careful though...bragging about your trip to Europe or that you spend Christmas every year in Vail could make them end up hating you even more.

You don't have their backs.

Employees need to feel that you will support them with upper management and/or clients when complaints come in. Make sure you address a complaint with the employee to get their side of the story before addressing it with a client. While it is important to see that your clients are satisfied, it is equally important that your employees feel you won't through them under the bus with clients to save face.

You treat them like tools or property.

Take time to know your people. (This is different than getting involved in their personal lives) What makes them tick...what parts of their job do they love, do well, what motivates them? What professional goals do they have? Always talk to them with respect and courtesy. SAY THANK YOU!!!

You don't prioritize.

You act like everything is a FIRE! Everything is last minute or rushed. Become a better planner by prioritizing and getting organized.

You are a show-off.

They know you make more, they know you have a "better schedule" or more flexibility. Off handed comments like "Well, I'm outta here" can be very off-putting!

Ronald V. McGuckin and Associates Announces

Wednesday Webinar Series



Join us on the first and third Wednesday every month from 1:00 p.m. until 2:00 p.m. (EST) for a live Webinar Professional Development Session. Each session is just \$29.00/person. Professional Development Participation Certificates will arrive in the mail to you within one week of the session. The Live Webinar platform allows for discussion with the presenter as well as instant messaging questions and comments. You may participate by phoning in and listening to the discussion as well. For more details please call Dawn Martini (215) 785-3400 or email dkgt0409@aol.com.



- ___ June 5, 2013: Confidentiality in the ECE Setting
- ___ June 19, 2013: The Hiring Process
- ___ July 17, 2013: Using Your Personnel Policy Manual Effectively
- ___ August 7, 2013: Defending against Unemployment Compensation Claims
- ___ August 21, 2013: Employee Onboarding: The New Orientation Process
- ___ September 18, 2013: Tattoos, Piercings and Thongs...Dress Codes
- ___ October 2, 2013: Protected Classes and Employment Discrimination
- ___ October 16, 2013: Social Networking and Professionalism
- ___ November 6, 2013: FLSA: Wages, Overtime, Training Pay
- ___ November 20, 2013: Evaluating Employee Performance
- ___ December 4, 2013: The Hiring Process
- ___ December 18, 2013: Employment Contracts and Non-Compete Agreements
- ___ January 15, 2014: Mandated Reporting/Child Abuse & Neglect (SPECIAL 2 hrs. 1 to 3pm EST)
- ___ February 5, 2014: Parent and Grandparent Involvement
- ___ February 19, 2014: Kindergarten Readiness

No. of Sessions: _____
x \$29.00
Total Due: _____

Sessions begin at 1:00 p.m. EST. Login Information will be sent to your email address. Please login 10 min prior to the start.

REGISTRATION AND PAYMENT INFORMATION

Name: _____ Email: _____

Agency Name: _____ phone: _____

Address: _____

City: _____ State: _____ Zip Code: _____

Please select payment option:

___ Visa/MC/Discover: _____ Exp: _____ Sec Code: _____

___ Check payable to RONALD V. MCGUCKIN AND ASSOC is enclosed.

Mail payment to: Post Office Box 2126, Bristol, PA 19007 or fax registration with credit card payment information to (215) 785-3401. One registrant per form please. Login Info will be emailed the Monday prior to your session(s) and again the morning of the session(s). State specific certificates will be issued for PA, TX and LA, as our trainers are Certified Trainers in these states.



WHERE IN THE WORLD...

a day or two to our travel schedules to work with you.

Contact Dawn Martini at (215) 785-3400, dkgt0409@aol.com to see if we can visit your program when we are in town.

Ron, Dawn and Jan will be traveling to the following cities for Local, State, Regional and National Conferences on the dates indicated. We welcome you to attend the conferences. Information has been provided so you can contact the organization conducting the training/conference.

If we are going to be in your state or area, we welcome you to contact us about coming to your program or organization to do a private training. The cost of bringing us in to your program or organization is significantly reduced because we are already traveling to your area. We certainly don't mind adding

July 16 to 18: RVM and Associates Advanced Policy Writing Retreat. Mt. Airy Casino Resort, Mt. Airy, PA. For information email Dawn Martini at dkgt0409@aol.com

Sept 26 to 29: FLAEYC Annual Conference. Orlando, FL. For information visit www.flaeyc.org

Sept 28: Lancaster Area AEYC Annual Conference, Lancaster Mennonite High School Lancaster, PA. For information visit www.laeyc.org

Oct 5: Bucks County AEYC Annual Conference, BCCC New-

town Campus, Newtown, PA. For information visit www.bcaeyc.org

Oct 18 and 19: New Jersey AEYC Annual Conference, Atlantic City, NJ. For information visit www.njaeyc.org

Nov 11 and 12: RVM and Associates Director's Boot Camp. Montage Mtn. PA. For information email Dawn Martini at dkgt0409@aol.com

Nov 12 and 13: RVM and Associates Director's Boot Camp, Houston, TX. For information email Dawn Martini at dkgt0409@aol.com

We are always adding Conference Events to our schedule. If you would like us to submit an RFP to your local, state or regional professional development event please contact Jan at janice91455@aol.com

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